EAGLS Basics

For Travel/Purchase Business Lines

History

Bank of America offers an integrated card (3 business lines associated with one card; purchase, travel, and fleet).

EAGLS (Electronic Account Government Ledger System) - State of the art browser-based software (no need to purchase or install special software).

Secure encryption of all information on an internet site which is available 24 hours, 365 days a year from any Internet site.

The availability to bill centrally (charges paid directly by US government) and to bill individually (charges paid by the employee to Bank of America and reimbursed via a travel voucher) on one statement.

Cost Allocation module associated with EAGLS software which allows the correction of the charge and allocation of costs to other stations. Cost Allocations done in EAGLS are posted to the FFS CARD Table. (This is taught in the EAGLS Cost Allocation Course)

Roles

EAGLS offers the ability to work in a variety of different roles. The roles you need to be familiar with are:

AH	Account Holder (also known as the card holder)
DOI RO	Department of the Interior Reviewing Official - the administrative person in the field or at the Regional office who is responsible for maintaining and reconciling all credit card accounts for multiple card holders.
DOI ADMIN	Department of the Interior Program Administrator – the DOI Admin is a role located in the regional office that can view and maintain all card holders within their program.
ATHR_OPC	Agency Point of Contact (also known as the Regional Credit Card Coordinator) - this role can view and maintain all cardholders in the region.

Hierarchy

The hierarchy is a series of levels identifying each program's chain of command. For example:

1. A Fisheries station in Region 3 reports to the Fisheries program in Region 3.
2. The Fisheries program in Region 3 reports to the Regional Directorate in Region 3.
3. The Regional Directorate in Region 3 reports to the Fish and Wildlife Service.
4. The Fish and Wildlife Service reports to Department of the Interior (DOI).

The origin of the Hierarchy below Fish and Wildlife Service level are based on the Federal Financial System (FFS) Organization table

Level	Hierarchy in FFS	Hierarchy in EAGLS
DOI	N/A	0000003
FWS	N/A	0000015
Region	30000	3112535
Program	30180	4112560
Station	30188	5112564

We never promised the numbers would make sense.

In EAGLS this is important because if you have multiple stations, you will need to change the hierarchy level to access all of the cardholders.

Also, the hierarchy will need to be changed if a DOI RO or ATHR_OPC need to access both purchase/travel and fleet accounts. Fleet accounts have a different level three hierarchy than purchase/travel.

What Can I Do In EAGLS?

Once you have successfully logged on, you have access to do the following:

- print current transactions that have not yet been billed; the transaction displays whether the charge will be individually billed or centrally billed
- print current statement; the last statement received by the card holder
- print prior statements
- change addresses
- change Master Accounting Codes (cardholder's default cost structure)
- do cost allocation
- Note: if a DOI RO or ATHR_OPC wishes to change their own account, their role must be set to that of an AH. See page 12.

Logging into EAGLS

In order to log into EAGLS a User ID and Password are required. If you do not have a User ID you will need to contact your Regional ATHR_OPC for a user ID. Initial passwords are only provided by Bank of America.

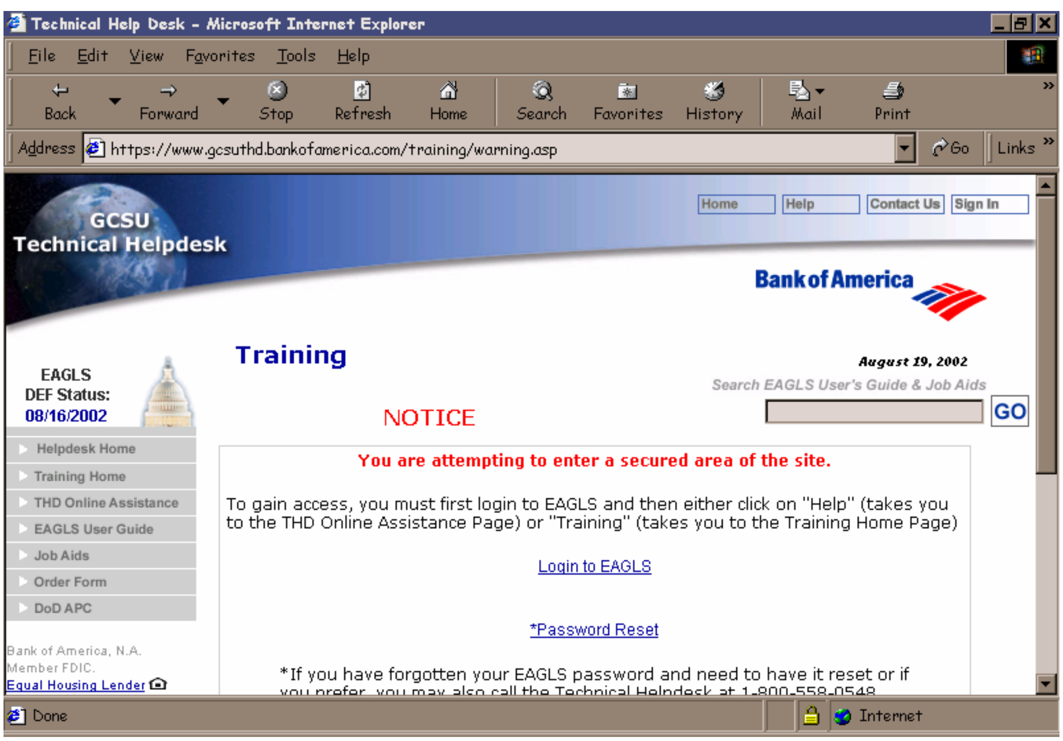
If you need a password or you've forgotten your password or need it reset, you can do that through the GCSU at Bank of America. **AOPC's can not reset passwords, only Bank of America can reset them.**

1. Access their website at https://www.gcsuthd.bankofamerica.com/training.

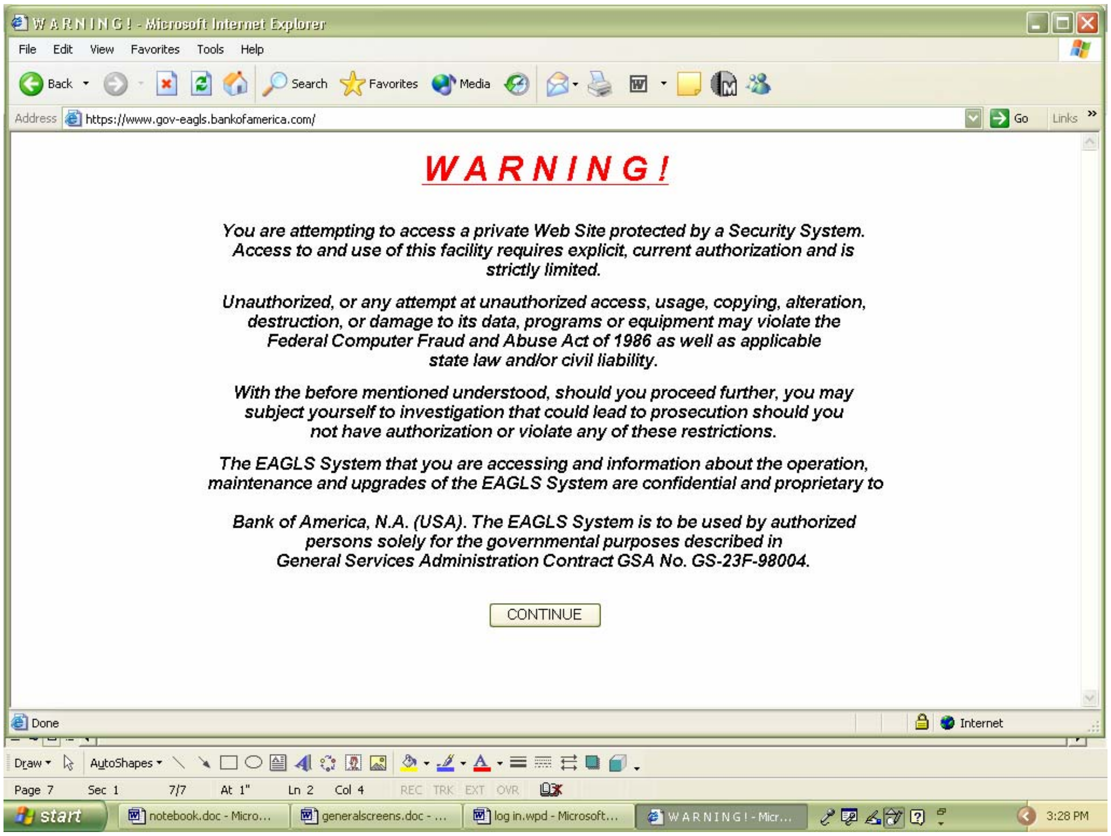
2. You will be offered two choices "Cardholder Password Resets" or "Hierarchy Based Roles". Unless you know all the levels of your hierarchy, it is best to request a password reset as a cardholder.

Step By Step Procedures for Logging On:

1. From the GCSU website, click on "Login to EAGLS" link or go through Bank of America at www.gov-eagls.bankofamerica.com.

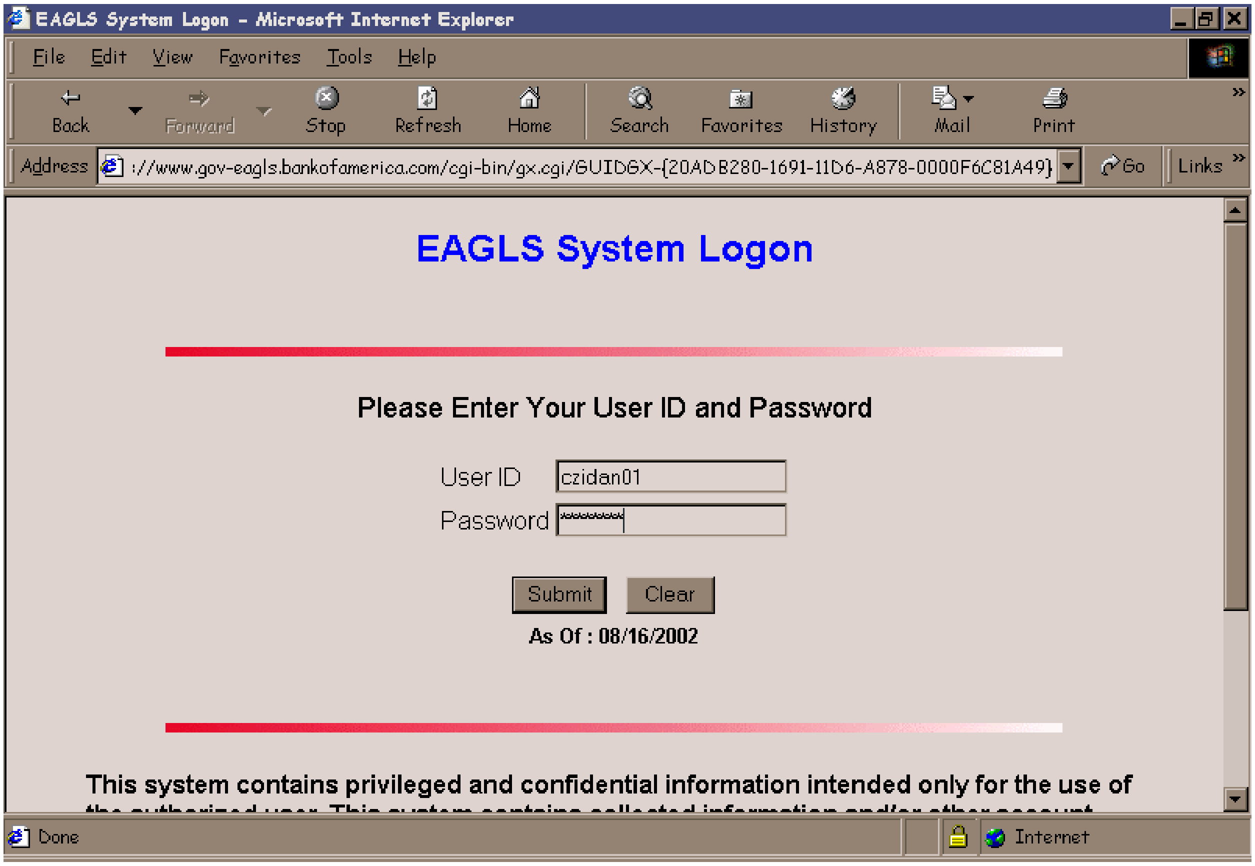


2. Warning page appears, scroll to bottom of page and click on "Continue".



3. Key the USERID field. The USERID is usually, but not always the first digit of your first name, the first five digits of your last name and two numbers. This field is not case sensitive.

4. Key the Password field. The first time you log into EAGLS or have had your password reset, you will be prompted to change your password. The password the bank gives you is in **ALL CAPS** and must be entered exactly as given by the bank. If you prefer not to work in CAPS, turn the caps lock field off before entering your new password. Passwords are 7-20 characters in length, begin with an alphabetical character, and MUST contain at least one number in the password.

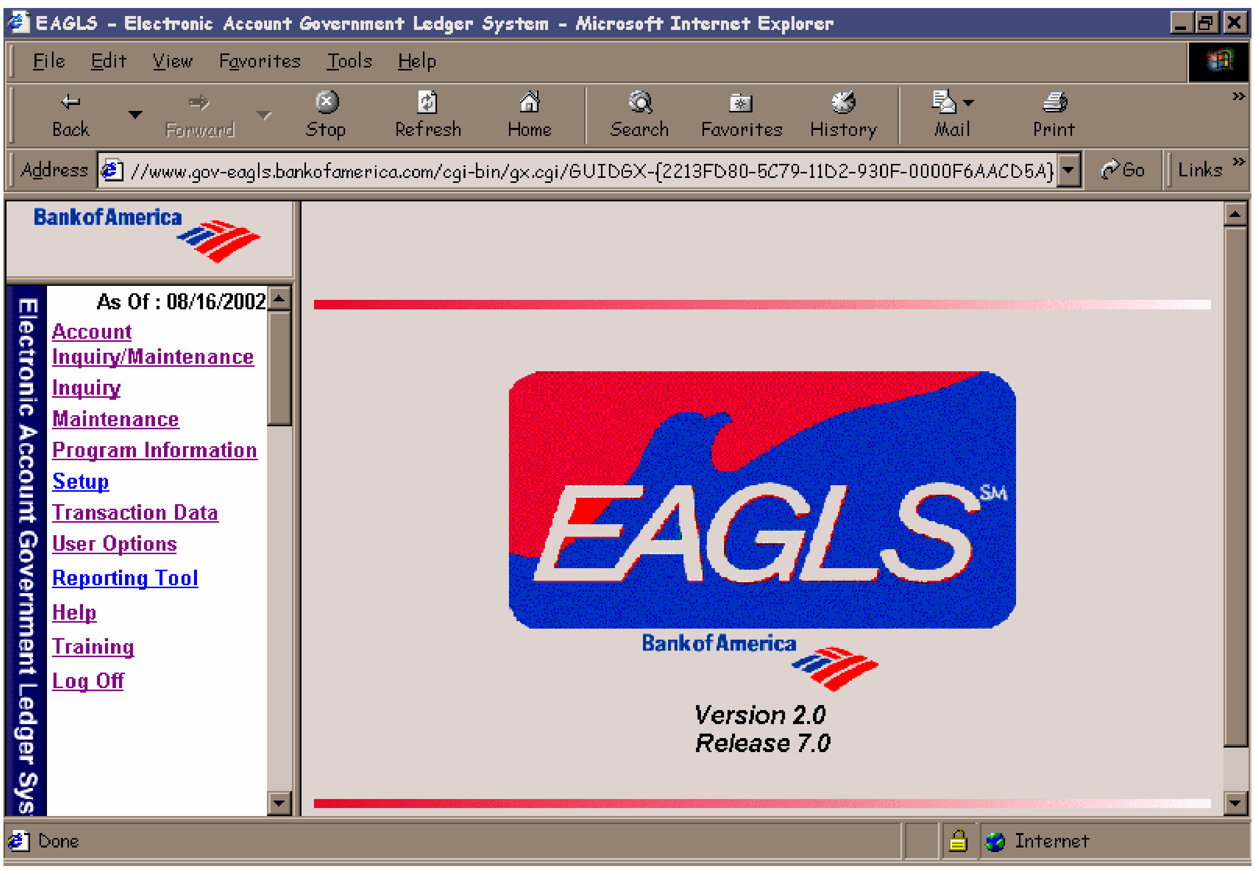


5. <u>Press the "Enter" key</u> if using Internet Explorer or click using the submit button if using Netscape.

Maneuvering Within EAGLS

The main menu within EAGLS appears in the frame on the left hand portion of the screen. Some of the menu options go directly to that particular function while the rest of them open up an expanded menu that appears below them. Click once on the title to expand the menu. If you do not wish to see the expanded list, click on the title. Listed below is a short description of each of the menu options.

NOTE: There are different menus that appear depending upon the role you have been given in EAGLS. The one displayed in this manual is for an AOPC role.



Account Inquiry/Maintenance

This is a direct link to review how a purchase/travel account is set-up and is used for basic account maintenance as well as displaying and printing cardholder transactions.

Inquiry

This is an expanded menu used by the ATHR_OPC to view agency and central account profiles and by the DOI_RO's to view fleet accounts.

Maintenance

An expanded menu which is used by various roles:

> ATHR_OPC uses this function for account activation, closing accounts, transferring accounts to other regions, and to reorder convenience checks
>
> DOI_RO uses this function to maintain fleet accounts (i.e. change master accounting cost structures and to change addresses)
>
> AH uses this function to change their ATM pin number

Program Maintenance

Links to GSA Forms (i.e., account setup applications).

Transaction Data

An expanded menu which allows you to perform cost allocation and to review and print individual statements and corresponding transactions.

User Options

An expanded menu used by the AOPC to create and maintain user profile information that affects user accessibility. This is where you can change your password, change your hierarchy, and change your role, and create a favorites list for cost allocation.

Reporting Menu

A link to reports that you can schedule and print for your station.

Help

A link to the GCSU helpdesk.

Training

A link to the GCSU training website.

Log Off

This option is used to log off the EAGLS system.

Changing Roles in EAGLS

If your role is that of an account holder (AH) , you have access to view and maintain only your account.

DOI RO/DOI ADMIN/ATHR_OPC's have 2 roles in EAGLS; AH for account holder (cardholder) and:

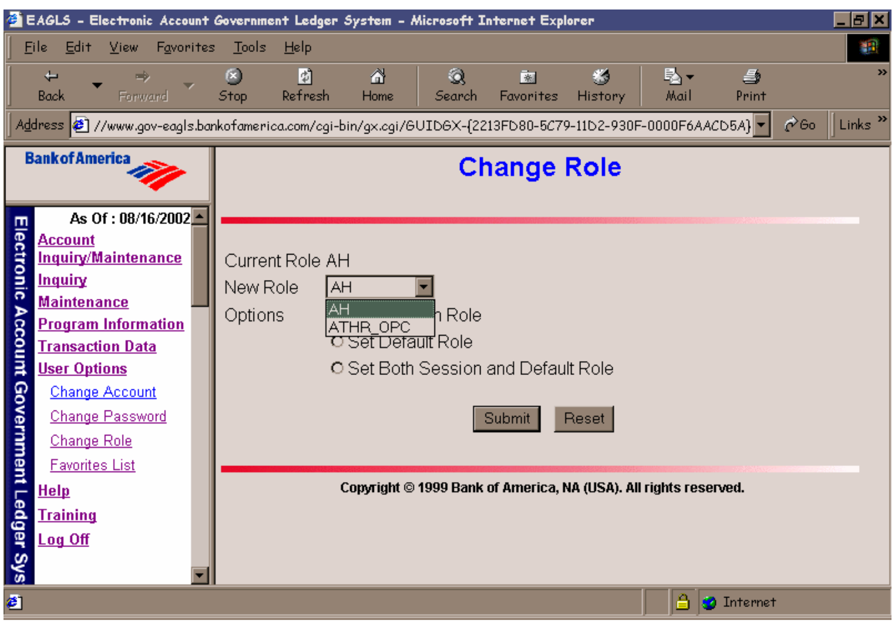
- DOI RO for Reviewing Official
- DOI ADMIN for Program Administrator
- ATHR_OPC for Regional Credit Card Coordinator

If you are not sure what your role is in EAGLS, contact your ATHR_OPC.

If you do have more than one role, the only way you can <u>access your own account</u> is to change the role to AH.

1. <u>Click</u> on the User Options in the main menu to expand the window

2. <u>Click</u> on Change Role



The menu on the screen shows your current role. Other roles you have been assigned can be viewed and chosen by clicking the down arrow in the "New Role" field. Click on the role you want to be active.

To change your role, click on the appropriate option:

- Set Session Role (this changes the role only during this EAGLS session)
- Set Default Role (this becomes your new default role every time you access EAGLS)
- Set Both Session and Default Role (this changes your role during this EAGLS session and becomes your new default role every time you access EAGLS.)

3. Click on Submit.

A Change Role Confirmation screen appears. Click "OK".

Look at your current role to ensure that the role has been changed. From here you can access all of the functions listed on the main menu located on the left side of the screen.

Changing Your Hierarchy

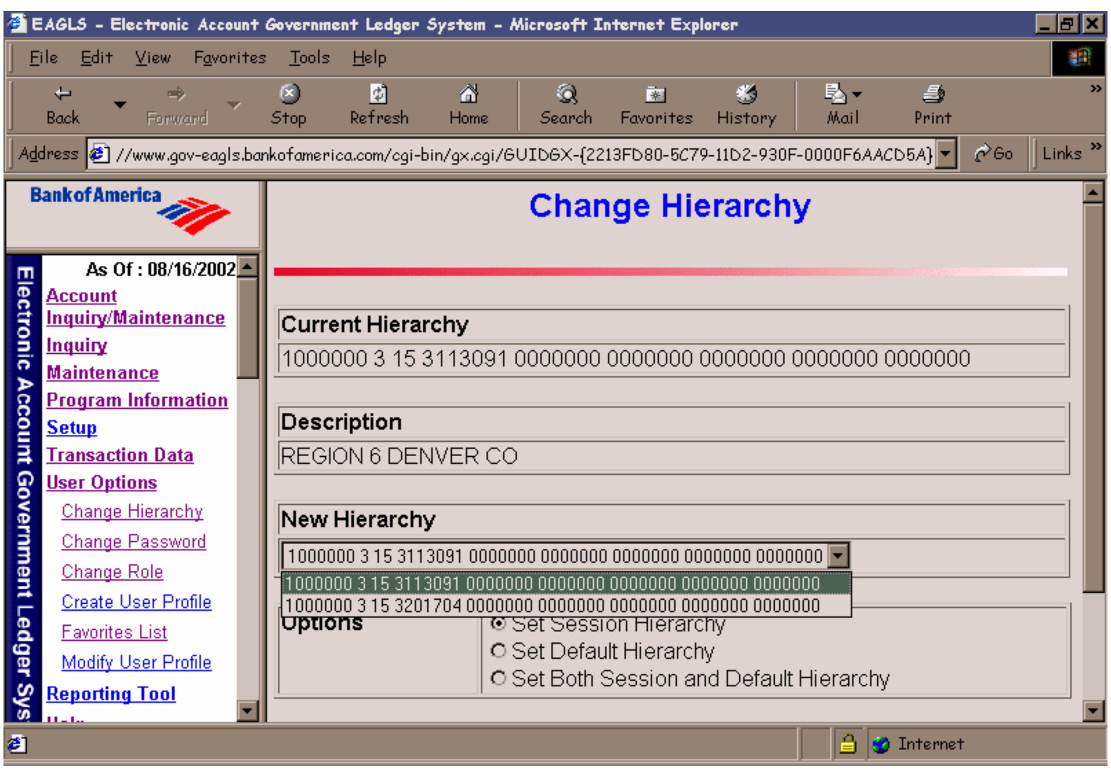
Each office has its own unique hierarchy level. If a DOI RO needs to access the account holders in more than one office, he or she needs to do a change of hierarchy. Also, if a DOI RO wishes to access a vehicle account, the hierarchy must be changed because the fourth hierarchy level for vehicles is different than the fourth hierarchy level for travel/purchase.

To change a hierarchy, follow the steps listed below:

1. Click once on User Options in main menu (left of screen) to expand window.

2. Click once on Change Hierarchy. The old hierarchy will appear, plus a new hierarchy window will appear.

3. Using the down arrow under "New Hierarchy", scroll until you locate the hierarchy you need to access. Click on the hierarchy that needs to be opened. If it isn't there or you don't know which hierarchy is which, contact your ATHR_OPC.



4. In Options, you have a choice to keep the original hierarchy as your default or change the default to the new hierarchy by clicking on the appropriate option:

    - Set session (the new hierarchy will be your default for this one session. The next time you log on, the old hierarchy will be the default.).
    - Set default hierarchy (the new hierarchy will be the default hierarchy each time you log on).
    - Set both session/default (the new hierarchy will be your default for both this session and each time you log on).

5. Click on Submit.

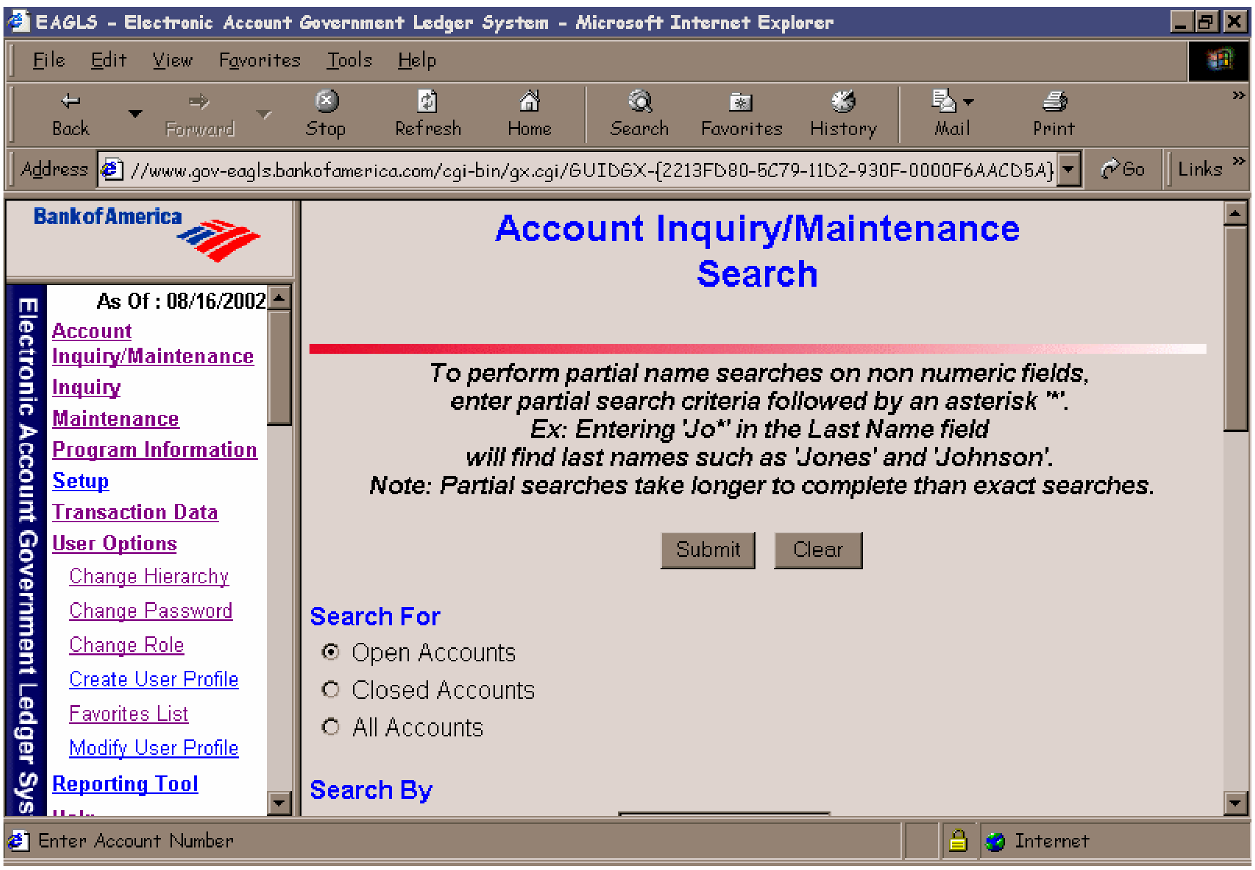
6. The confirmation screen will appear. Click on "OK" if it is correct.

Look at your current hierarchy to ensure that it has been changed. From here you can access all of the functions listed on the main menu located on the left side of the screen.

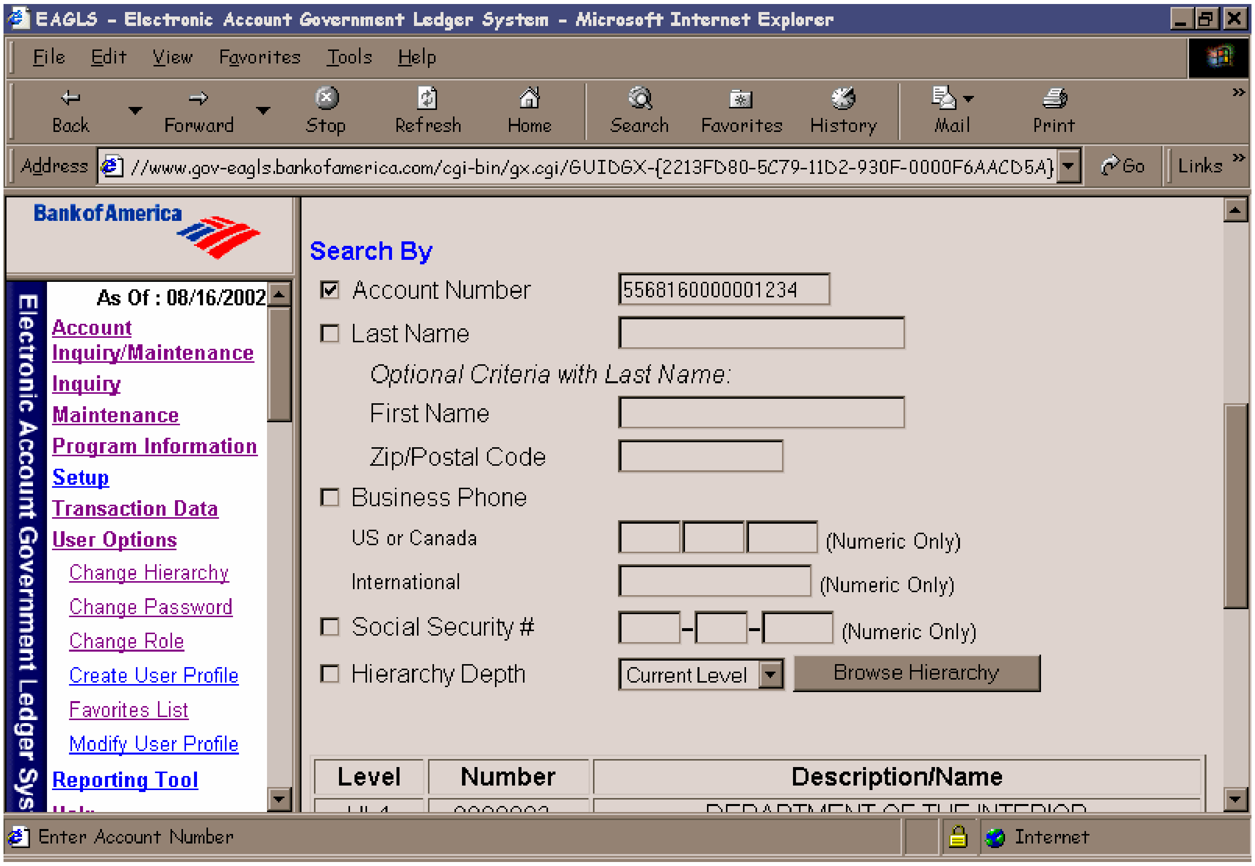
Accessing an Account

1. Click once on Account Inquiry/Maintenance (First selection line of main menu located at left of screen). If your role is set as an AH, your account is immediately displayed. If your role in not set as an AH, the Account Inquiry /Maintenance Search Screen is displayed.

2. You have the option to search for open accounts, closed accounts, or both by clicking in the desired box in the "Search For" Section. Click on the selection and then scroll down to the "Search By" Section.



3. Key either the entire 16 digit cardholder account number **or** the cardholder's last name or the Social Security #. When keying in the last name, keep in mind that if the employee is a Jr., Sr., II, or III, you will need to add it on the end or use the "*" at the end of the name. Note: The system works much faster keying the 16 digit account number.



4. Press <u>“Enter” or scroll down and click on Submit.</u>

   If you’ve used the “Last Name” search and several names appear, click on the account number of the correct cardholder.

5. You are now at the Account Inquiry/Maintenance Screen. There are 5 major sections within this screen that you can get to by scrolling down in the lower right window. You can also use the blue hyperlinks in the upper right window to jump to these sections.

   They will be covered in more detail as we use them in the following sections of this course.

Identifying Cardholders and Cardholder Numbers Within a Hierarchy.

If you need a list of the cardholders and their account numbers within a station:

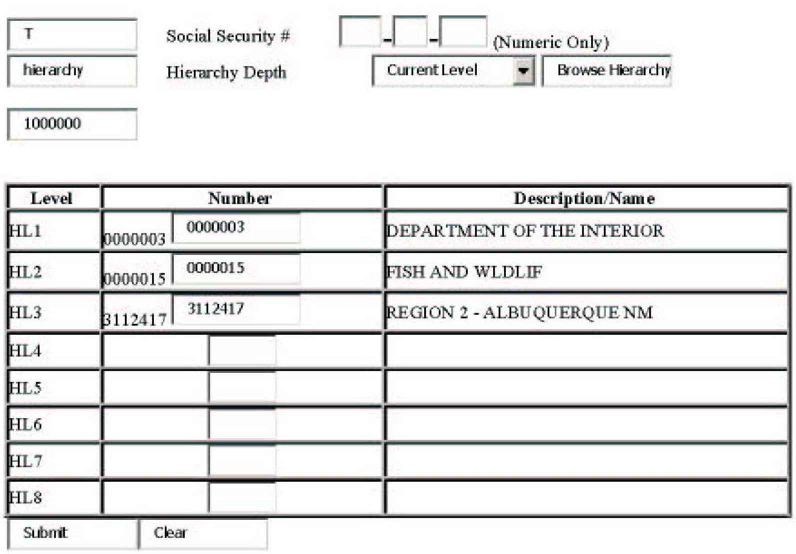
1. Click once on "Account Inquiry/Maintenance" (first selection line of main menu located at left of screen) to display the Account Inquiry/Maintenance Search Screen.

2. Scroll to the "Search By" section and go to the field titled "Hierarchy Depth". Your default hierarchy is listed below "Hierarchy Depth."

3. Click on "Browse Hierarchy" or type in your hierarchy levels (if you know them). Click on the down arrow next to "Current Level."

4. Highlight the level and click on "Select" to display the hierarchy. If you have more than one station or complex, you may want to select 2 or 3 levels.

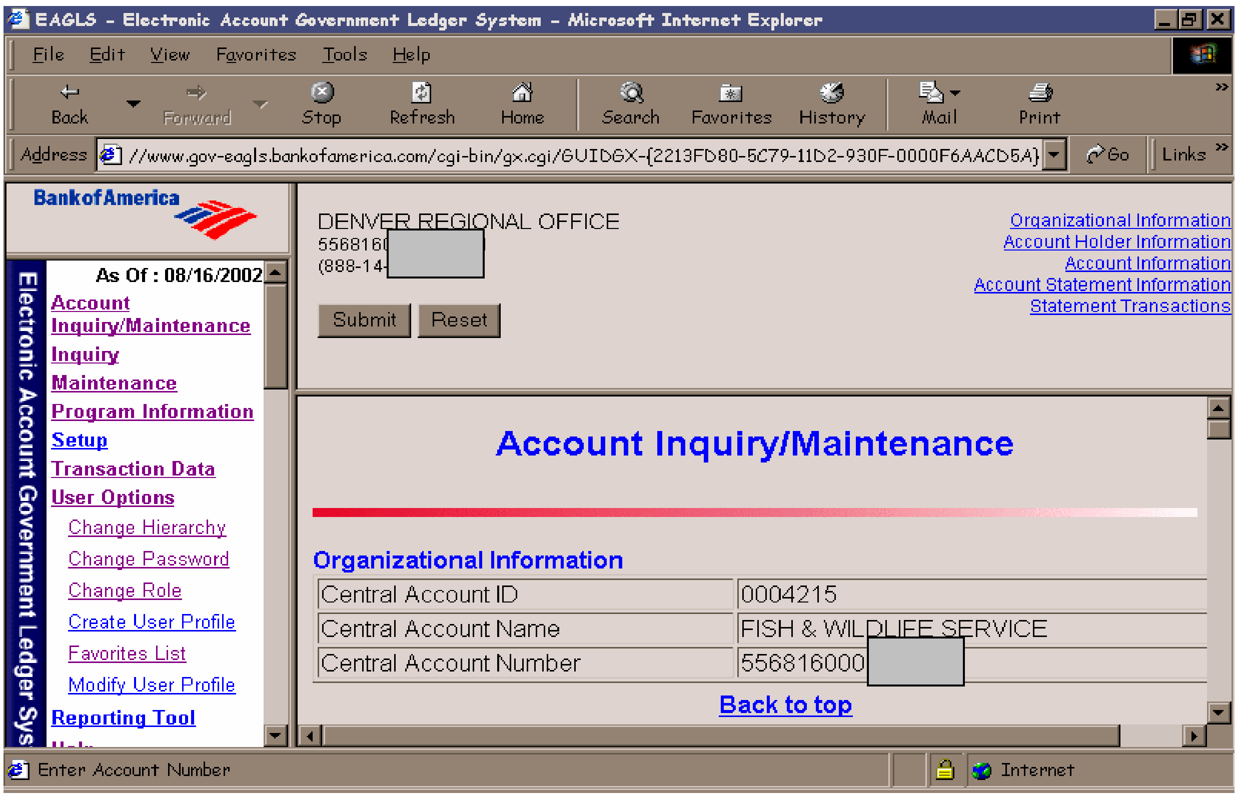
   - Current Level is your default level of hierarchy
   - One to Seven levels will appear for those stations that have other stations under them



5. Click on submit.

Maintaining the Charge Card Holder's Account

If you are not already on the Account Inquiry/Maintenance screen, click once on the "Account Inquiry/Maintenance" link on the left side menu and perform your search. To display the account holder's information, click on the "Account Holder Information" link underlined in blue on the right side of the screen or scroll down to that information.



The following fields can be changed by the account holder (AH) , the DOI RO, the DOI ADMIN, or the ATHR_OPC in the "Account Holder Information" section on the screen.

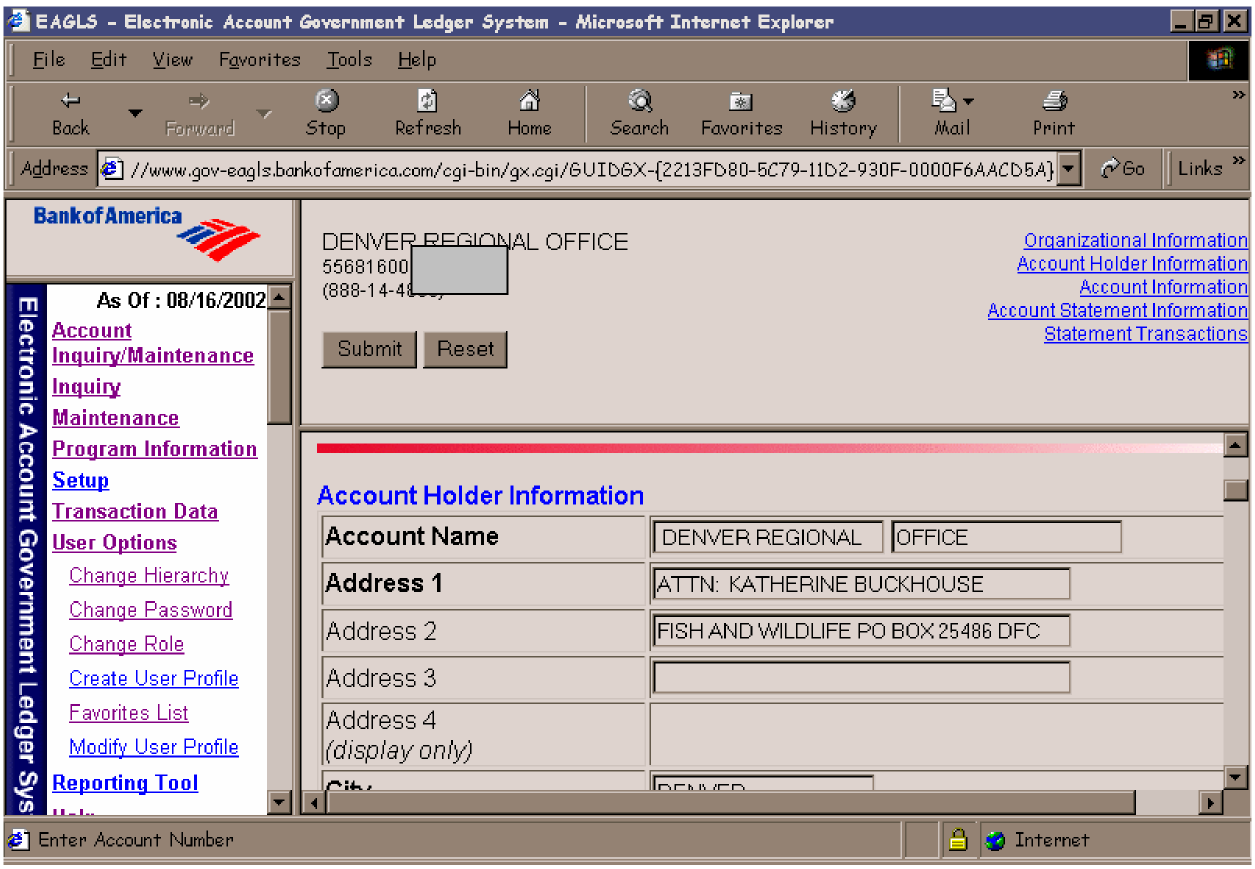
- Address (for purchase business line the address MUST be the office)
- Phone Number
- Master Accounting Codes (default cost structure). The structure of a master accounting code is CASE sensitive and consists of the budget fiscal year, subactivity, project, charging organization and budget object class code (i.e., 2003-1261000097360261A)

All other fields require the ATHR_OPC to complete the change. If you want to learn what the other fields mean, you can find out at the NCTC Financial Management Web Site at http://training.fws.gov/led/finance/index.html.

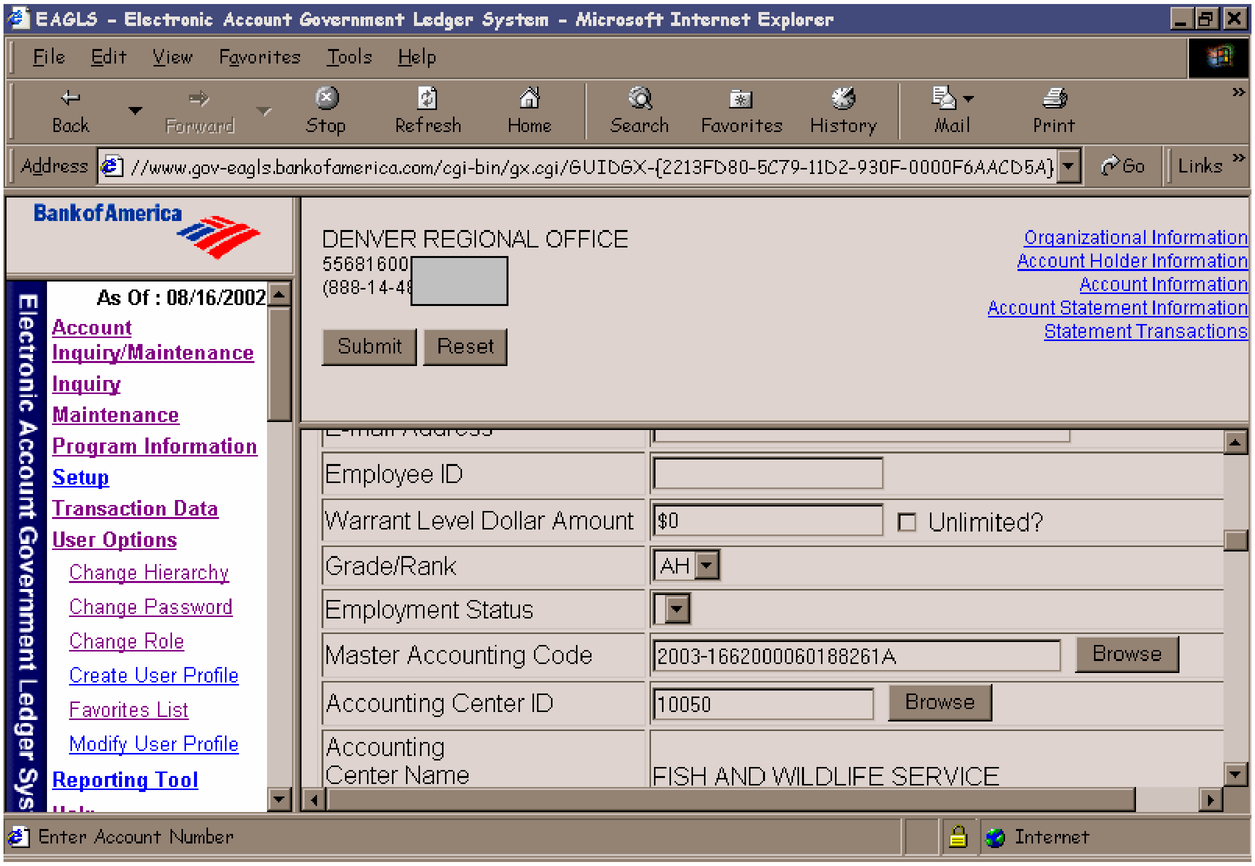
Step by Step Instructions for making maintenance changes:

1. Scroll down to the field you wish to change.

This screen displays the address fields that can be changed.



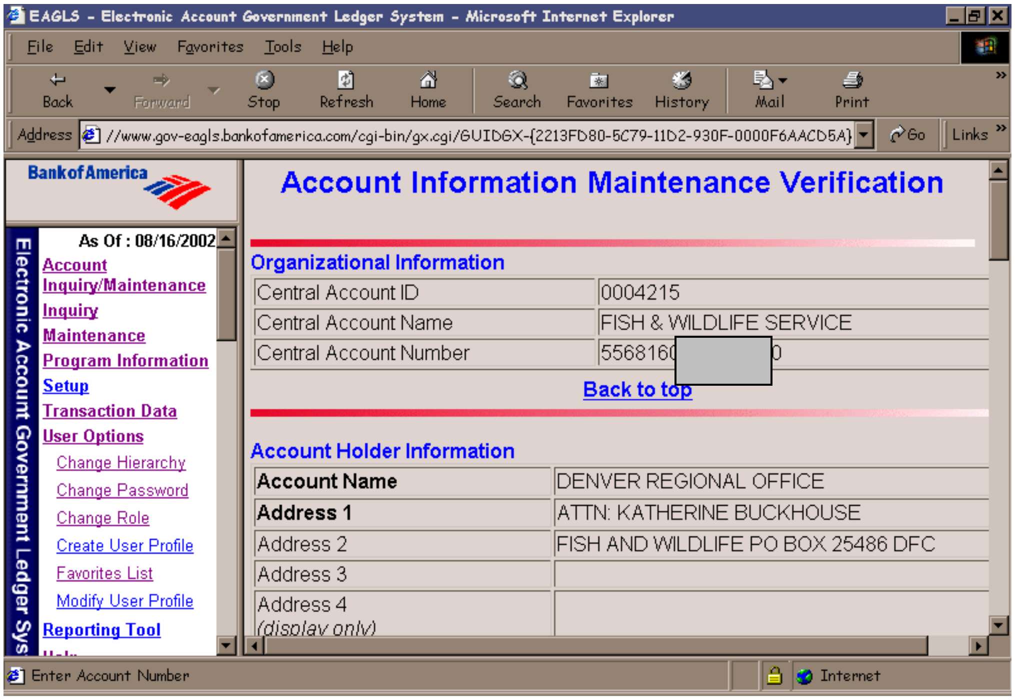
This screen displays the Master Accounting Code field that can be changed.



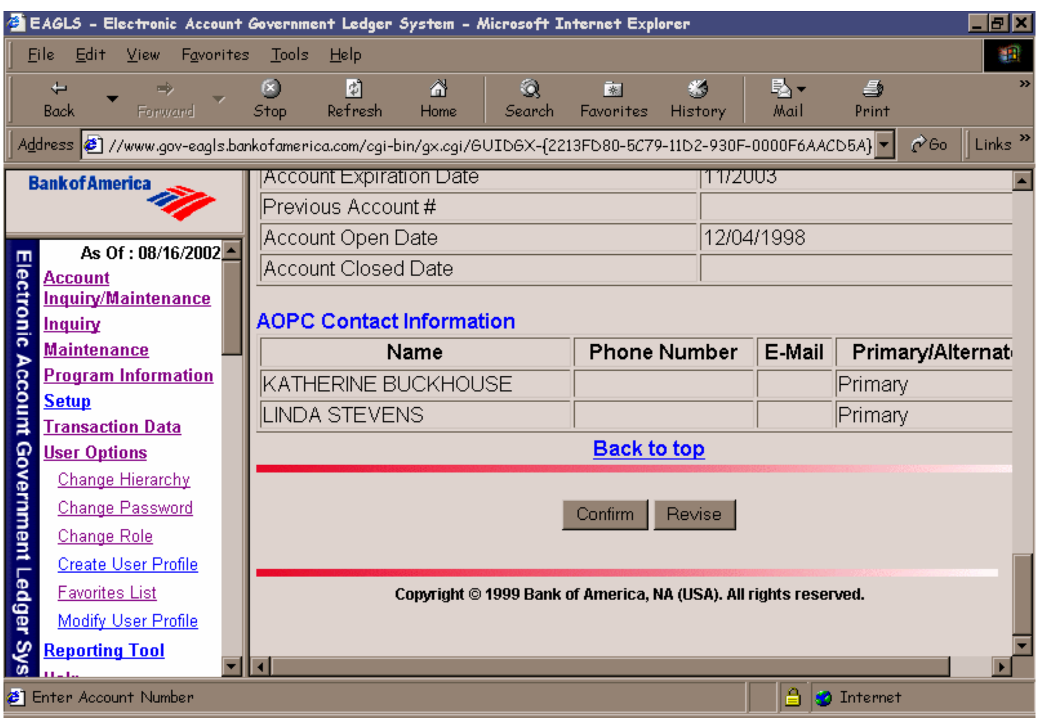
2. Type over the old information with the new changes. All fields that are **BOLD** (Account Name, Address 1, City, State/Province, Country, Zip/Postal Code, and Business Phone) are required and must contain information.

3. Click on "Submit" at the top of the page (it is boxed in and is listed under the cardholder's name and account number.)

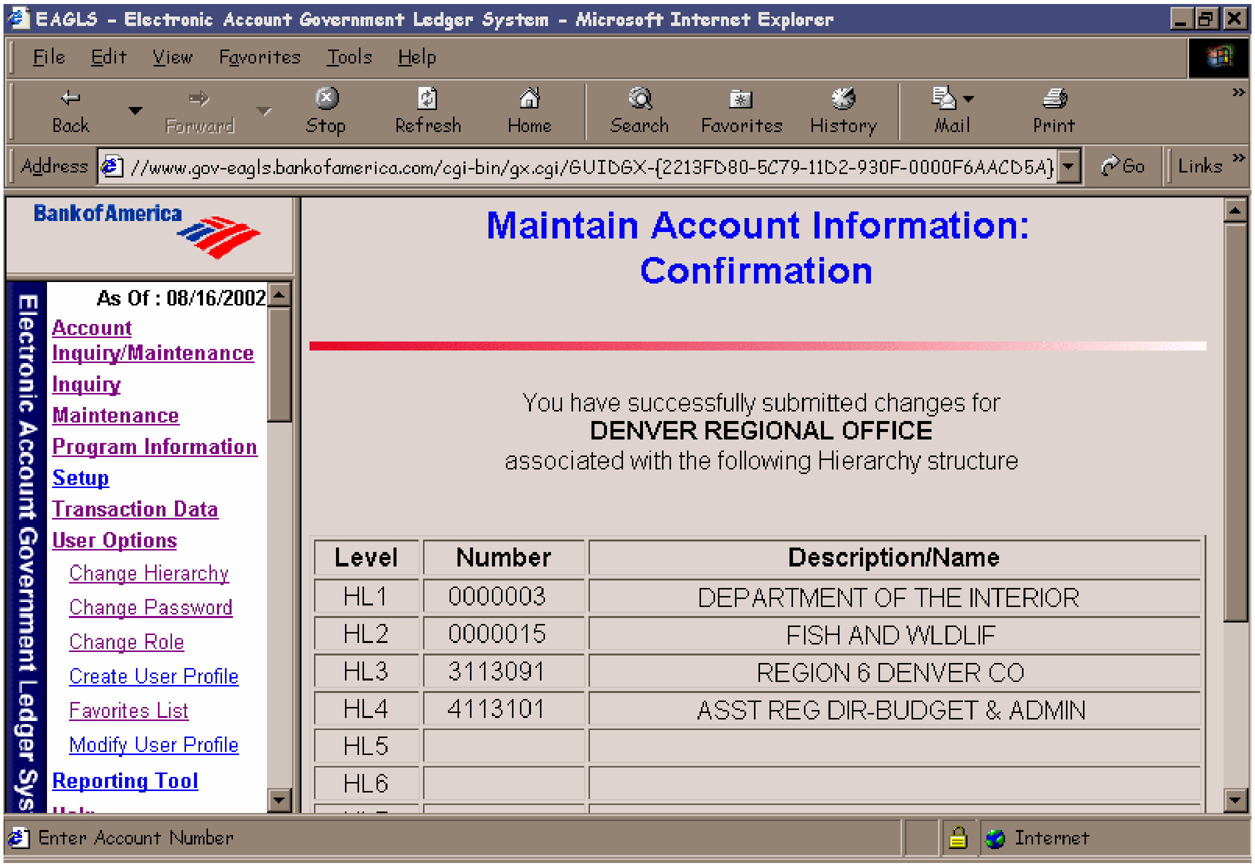
4. The "Account Information Maintenance Verification Screen" appears requiring that the cardholder confirm the changes before they become active.



5. Scroll down the document, confirm all changes are accurate, and then click on the “confirm” button. If all changes are not correct, click on revise and repeat these steps.



6. The “Maintain Account Information Confirmation Screen” will appear stating that you have successfully made changes to that account.



7. If you have other work to do in EAGLS, use the main menu and click on the function you need to access.

8. If you are finished in EAGLS, log out. Instructions are on page 32.

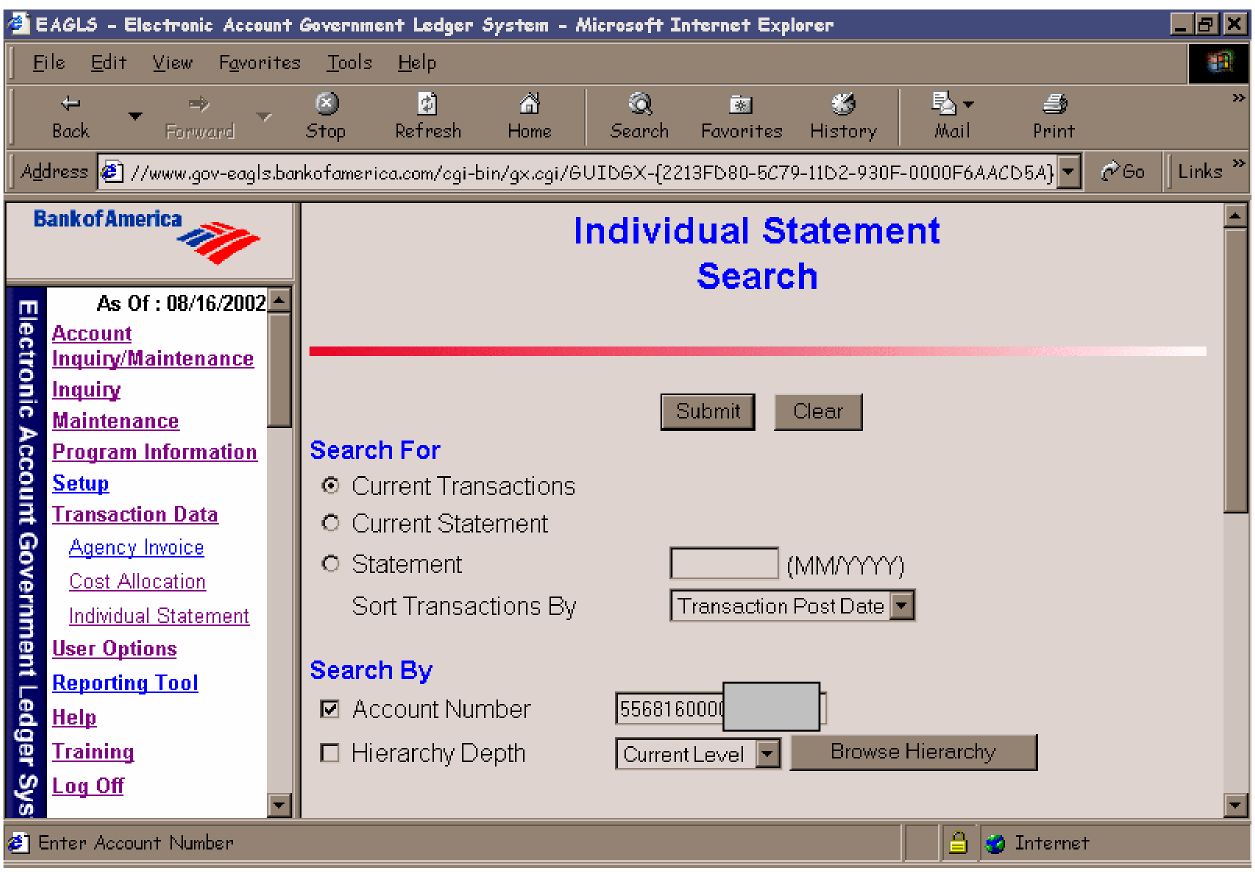
Accessing and Printing Statements (and Related Transactions)

The 16 digit cardholder account number is needed for this function.

Step-by-Step Directions:

1. In the Main Menu, click on "Transaction Data." Three new links will appear on the main menu:

    - Agency Invoice
    - Cost Allocation
    - Individual Statement



2. Click on "Individual Statement".

3. In the “Search For” Section, you will be given three options:

   - Current Transaction (transactions that have not yet appeared on the hard copy statement)
   - Current Statement (the last hard copy statement mailed from the bank)
   - Previous Statements (statements that are up to 16 months old are available in EAGLS. The key is the 2 digit month, a slash, and the four digit year of the statement you wish to access; i.e. 03/2002.)

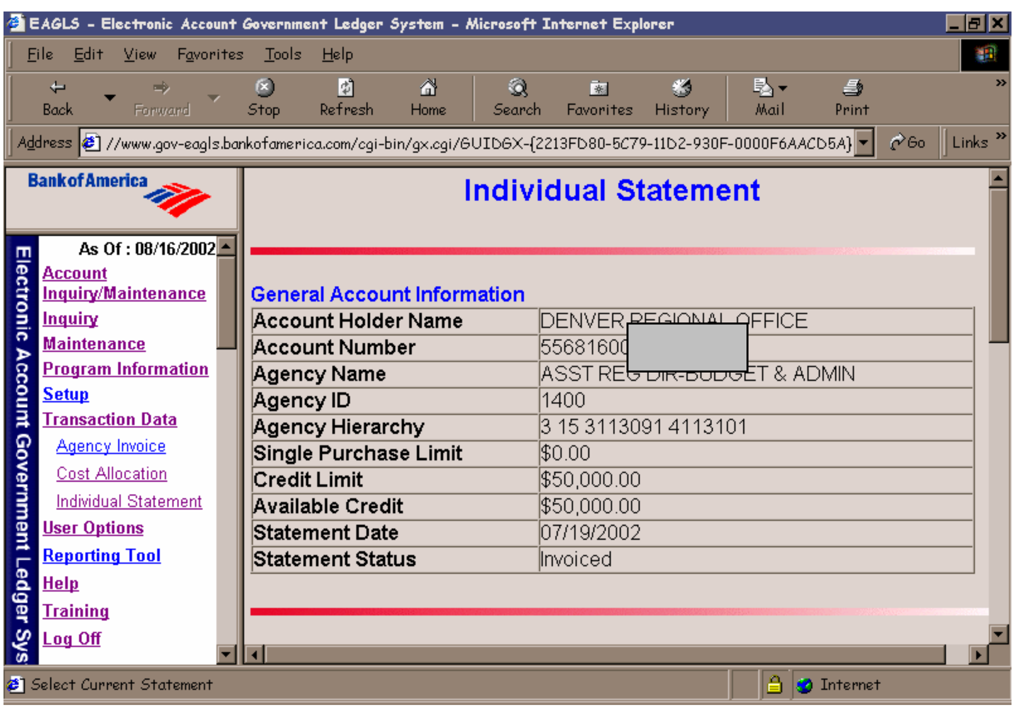
   Click on the radial button of the search you wish to perform.

4. Tab or scroll down to the “Search By” section.

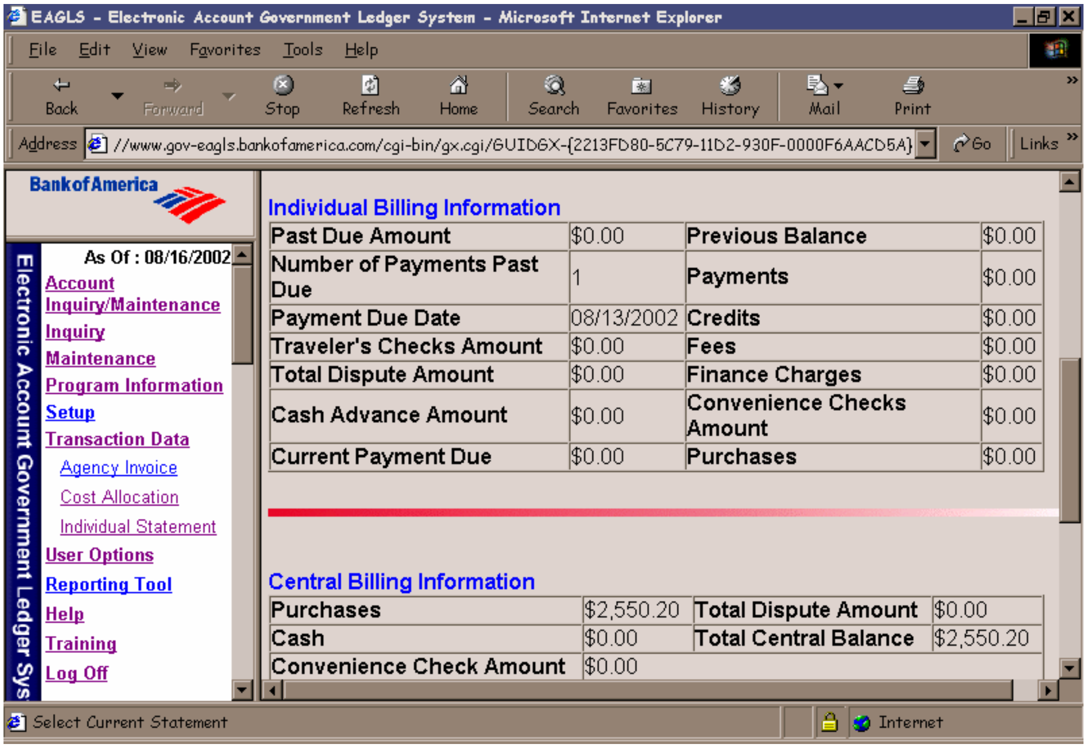
5. Key the 16 digit cardholder account number and click on “Submit”.

6. If you selected “Current Transactions”, only the transaction data will be displayed.

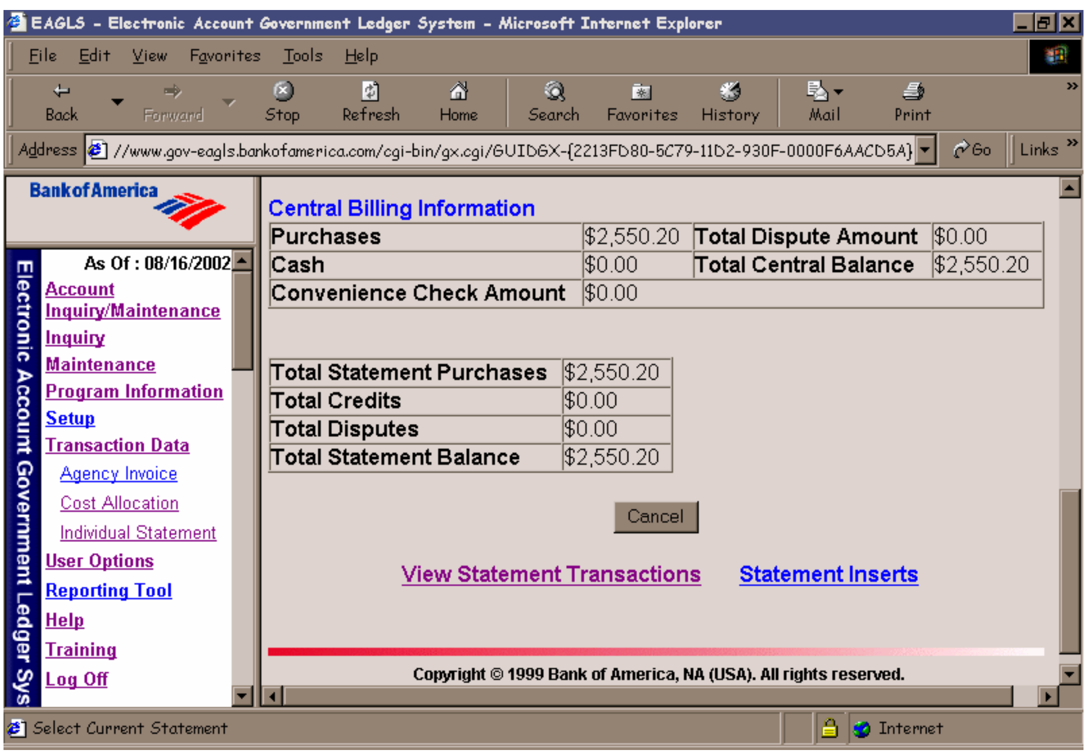
7. If you selected the “Current Statement” or a “Previous Statement”, the “General Account Information” appears first.



Followed by the "Individual Billing Information"



And then the "Central Billing Information"



These sections include, but are not limited to, previous balances, current balances, disputed charges, payments, and so forth.

8. If you wish to print this statement information, click on the printer icon at the top of the page or click on “File” and select “Print”.

9. At the bottom of the detailed account information screen is a hot link called “View Statement Transactions”. Click on the link to display all of the transactions included on the statement.

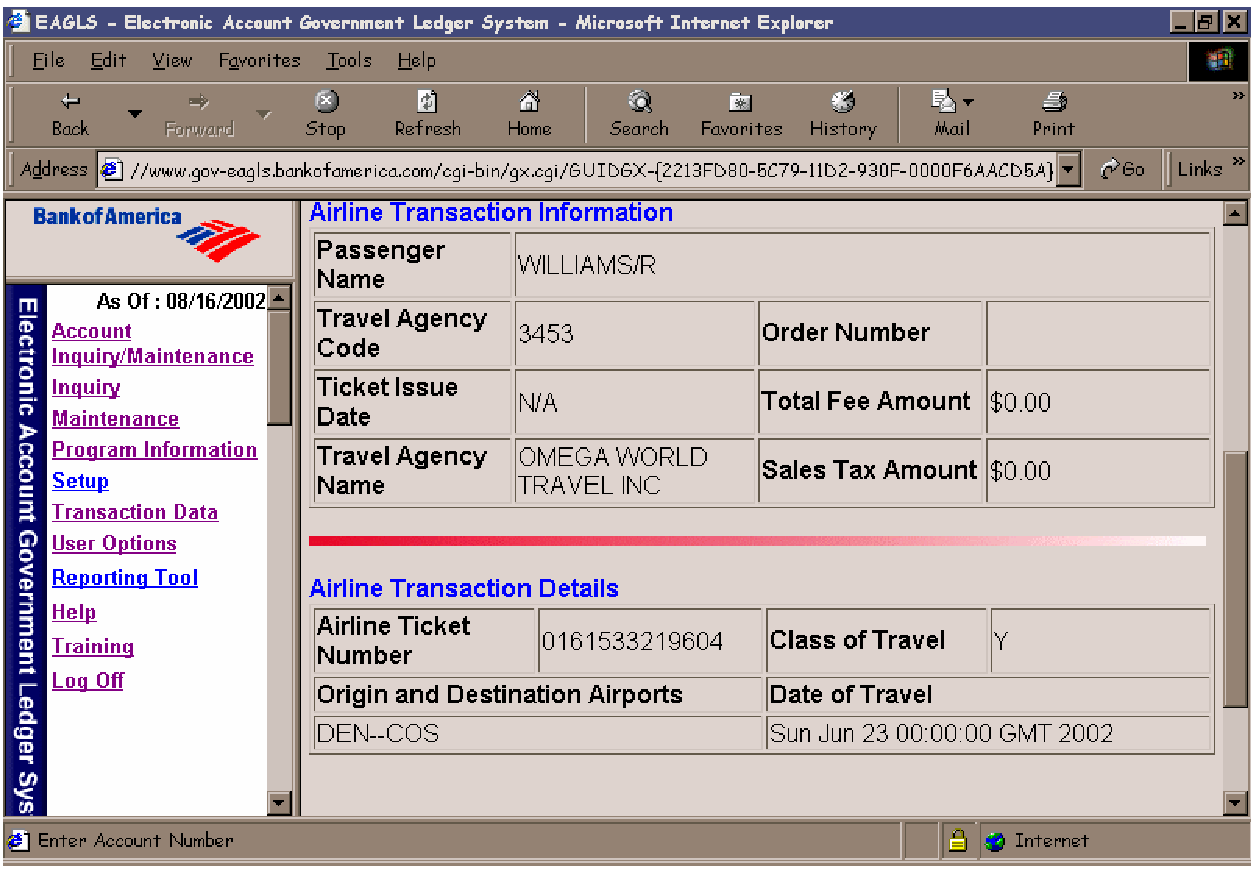
After you have searched or printed a transaction or a statement, a hot link button appears on the bottom of the screen called “Search”. At this point, you may either go to the main menu and click on a new function or click on “Search” which will take you back to the Individual Statement Search to perform another search.

DO NOT CLICK ON STATEMENT INSERTS.

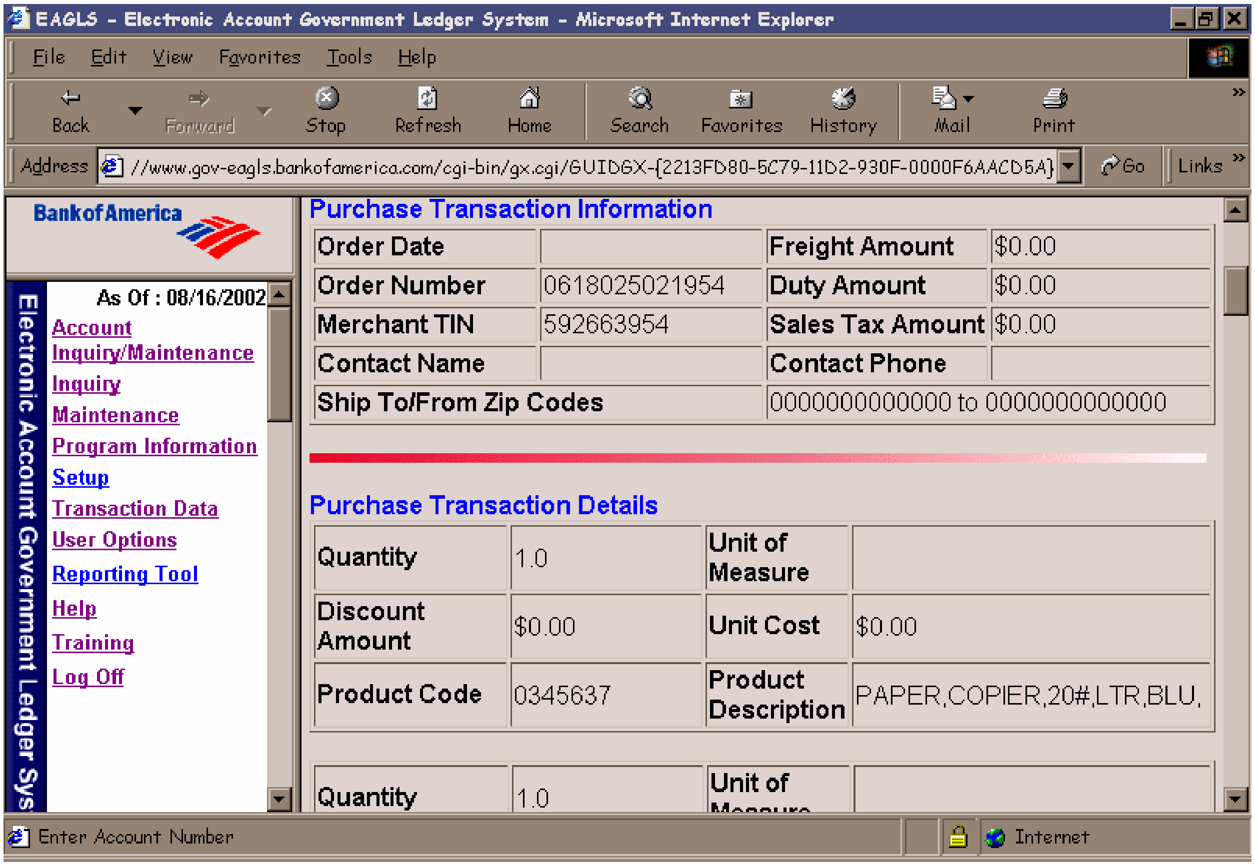
Third Level Reporting

Some vendors have signed up for “Third Level Reporting”. When you click on the amount in any transaction, detailed information about the transaction will appear IF the vendor practices third level reporting. Two examples are transaction for airline tickets and an office supply store.

The Level III data for airline tickets gives you all the information you need about that airline ticket including the traveler, the date of travel, and the airports involved in that travel. Some airlines have not yet signed up for third level reporting.



The Level III data for a general supply order gives you all the information you need about that purchase including the order date, order number, and specific transaction details involved in that transaction.



At the bottom of the "Individual Statement Transaction Details" page is a link for "Request Sales Draft". At this time, this function does not work well. We understand it can take up to 6-8 weeks to get the draft. It is recommended a copy of the invoice be requested from the vendor.

To get back to your "Individual Statement Transactions" screen, use the "Back" button on your browser.

How to Access and Print Transactions

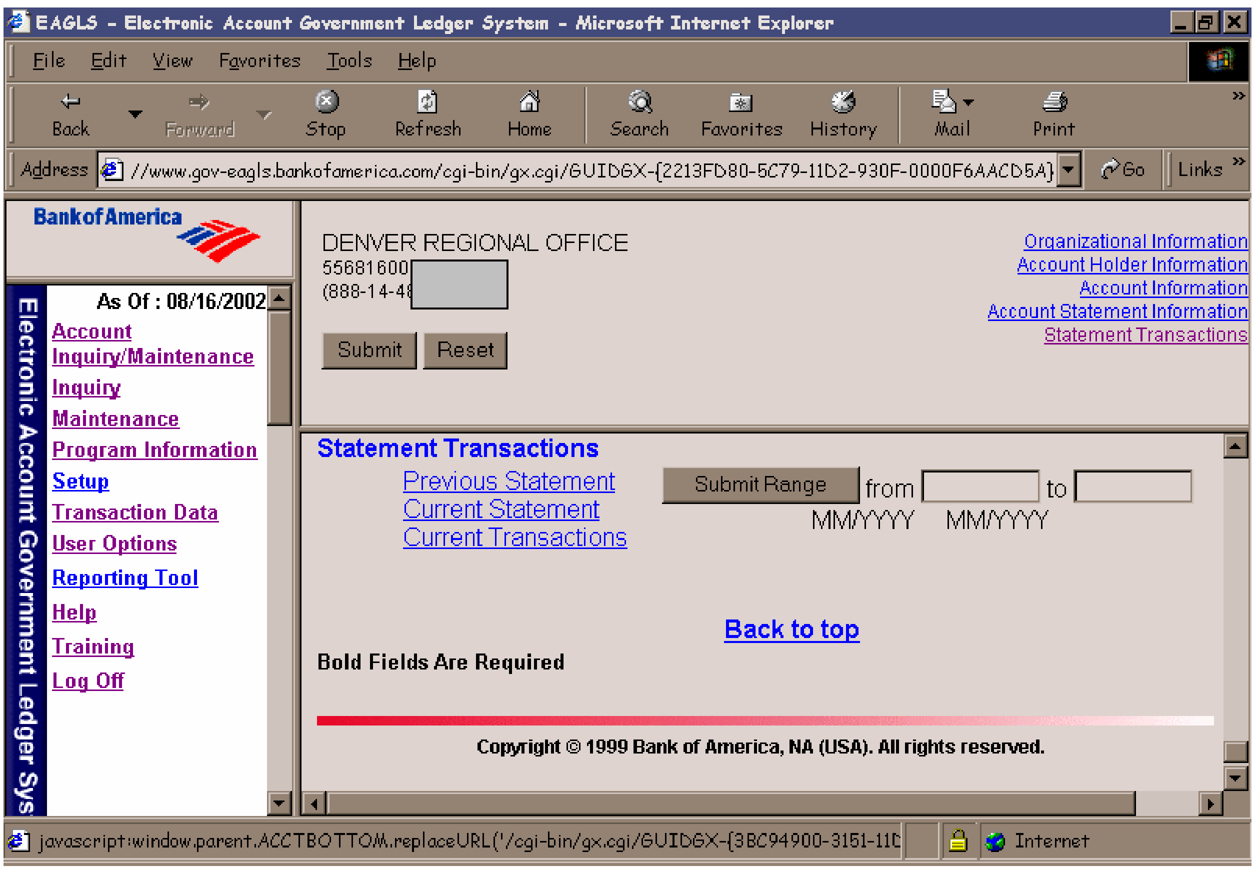
This process is useful if you don't have the card holder's card number.

You must first be logged into EAGLS.

1. Click on the "Account Inquiry/Maintenance" link of the main menu on the left side of the screen.

2. Perform a search on the cardholder account you wish to view.

3. Scroll to the bottom of the page OR click on the "Statement Transactions" hyperlink located on the top right of the screen to display the "Statement Transactions" section.



4. Choose one of the following options listed below and click on the radial button next to your choice:

    - Previous Statement – to view the transactions that have appeared on the cardholder's previous month's statement.
    - Submit Range – to view a range of transactions between two particular dates. Utilizes a 2-digit month and 4-digit year.
    - Current Statement – to view the transactions that appeared on the latest hard copy statement mailed from the bank.
    - Current Transactions – to view transactions that have posted to EAGLS but will not appear on an account holder's statement until the next billing cycle.

5. A screen will display stating "You are attempting to leave the Account Inquiry/Maintenance Results screen. Any unsubmitted changes will be lost. Select OK to continue". Click on "OK".

6. If no data is found, a screen appears saying "no results were found for this query". If you wish to perform another search, click on the "Revise Search" button at the bottom of the screen or click on your browser's "Back" button.

7. Click the printer icon at the top of the page if you want to print or click on "File" and select "Print".

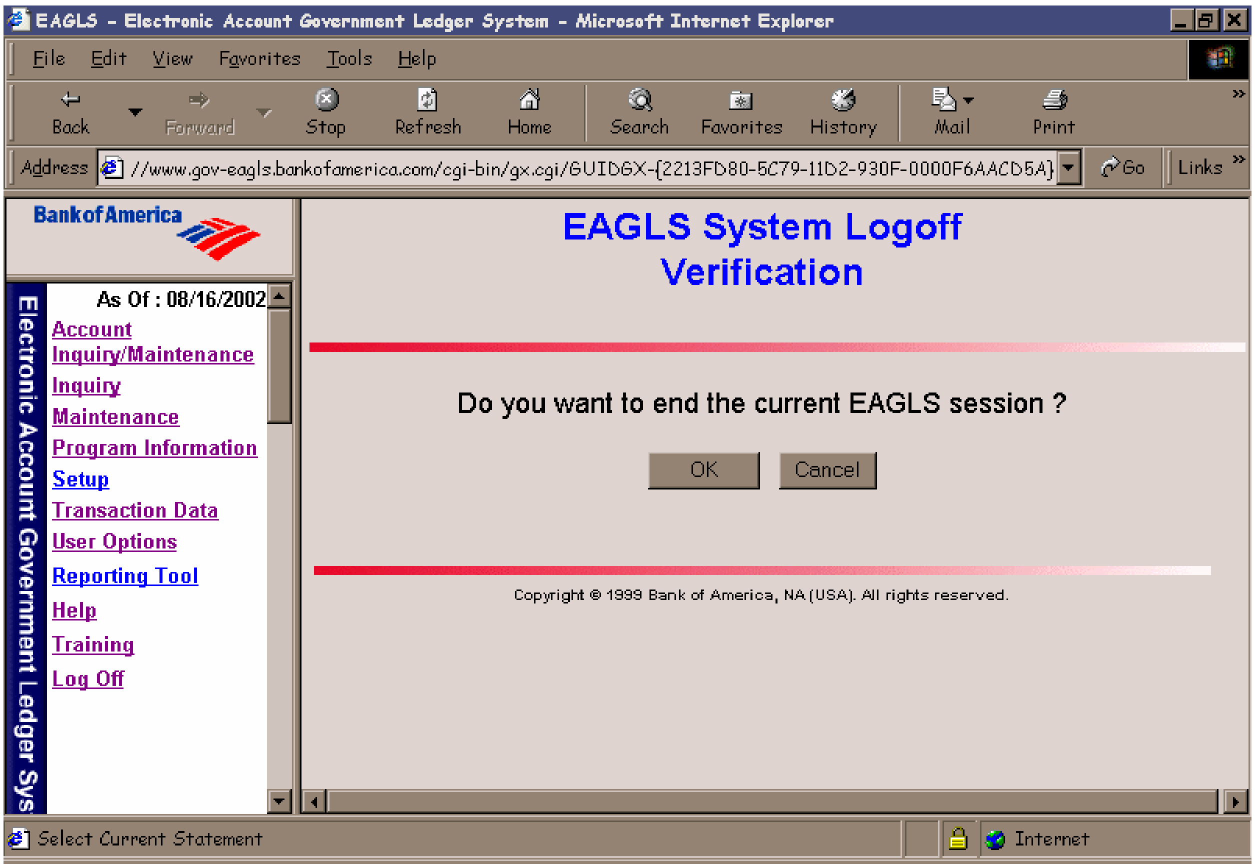
8. When you are finished with this screen, a hot link button appears at the bottom of the transaction screen called "Search". If you click on this button, you'll be able to perform a new search.

The "Transaction Data" link in the main menu on the left side of the screen will take you to the "Individual Statement Search" screen. See page 24 for instructions.

Logging Off of EAGLS

1. Click on "Log Off" in the main menu (left side of screen).

2. The "EAGLS System Logoff Verification" screen appears.



3. Click on "OK" to end the session.

4. The "EAGLS System Logoff Confirmation Screen" appears.

5. Click on "Close Application".

6. If using MS Explorer, a warning box appears that states "Web page you are reviewing is trying to close the window. Do you want to close the window?" Click on "Yes".

Regional Credit Card Coordinators

Listed below is a list the current Regional A/OPCs.

Region 1
Samuel Buzbee/Beth Zetter/Jim Ericson
(503) 231-6112

Region 2
Terri Braden/Karen Rager/Annette Marquez/Cindy Weakland
(505) 248-6934/6932

Region 3
June Johnson/Gina Martinez/Pam Worrells
(612) 713-5238/5234/5244

Region 4
Karmen Nicholson/Wanda Purdy/Pat Schick/Nancy Jaye
(404) 679-4075

Region 5
JoEllen Harris/Chris Nolan
(413) 253-8225/8226

Region 6
Katherine Buckhouse/Carolee Zidan/Jeff Craig
(303) 236-7917, ext. 419

Region 7
Mary McCormick/LeAnn Phillips
(907) 786-3455/3574

Region 9
Sheila Dade/Sam Juzbasich/Ramona Polk
(703)358-1742/1783